

ELECTIVE MODULES – IN ALPHABETICAL ORDER

1. Conflict Resolution in Business

1. Module Title	Conflict Resolution in Business	2. Module Code	
3. Academic Year, Semester, Module Status	2022-2023 Spring semester, Full-time		
4. Aims and Learning Outcomes	<p>Negotiation is a regular part of our everyday business contact and transactions, though sometimes difficult to do very well.</p> <p>Negotiation skills are therefore seen as valuable instruments if placed in the hands of businessmen and individuals could help them in reaching mutually beneficial agreements respectful of differing interests. Looking to parties interests instead of their positions can make it possible to seal a deal in a spat of time without much cost.</p> <p>The goal of this class is to introduce students to the art of business negotiation. Economics and business students will also be introduced to the core strategies and principles in negotiation that impacts successful deal making between partners, corporations, and individuals alike.</p>		
Knowledge	Effect Code		Assessment
	Subject	Field	
1. Be familiar with the basic concepts, theories and practices of negotiation and conflict resolution in business.		K_W07	Midterm exam.
2. Knowledge of how to systematically prepare a negotiation with proper and strategic information collection regarding self, others, and negotiation situations within business environment.		K_W09	Midterm exam.
Skills	Effect Code		Assessment
	Subject	Field	
1. Can select the optimal communication technique in order to carry out the necessary tasks to solve conflicts.		K_U02	Project and midterm exam.
2. Familiarity of how to apply conflict management skills in workplace, international and business settings to avoid the risk of tensions.		K_U04	Project and midterm exam.
3. Apply mediation and negotiation theory and practice to two party encounters, complex multiparty scenarios, intra-team negotiations, and international negotiations.		K_U05	Project and midterm exam.
Social Competencies	Effect Code		Assessment
	Subject	Field	

1. A competence in handling conflicts with managers, employers, customer, business partners, and clients from different cultural backgrounds.		K_K01	Project.
2. Be equipped with the toolkits of negotiation strategies that result in achieving goals without jeopardizing relationships.		K_K09	Project.
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6. Lecturer	Name		E-mail
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7. Module Level	Masters		Bachelors
			x
8. Year and Programme	Year		Programme
	1		BA in Management
9. Module Content			
#	Topics Discussed		Hours
Seminar			
1.	Conceptualising conflict.		<i>3 h each topic</i>
2.	Types of conflict.		
3.	Conflict resolution skills.		<i>30 h together</i>
4.	Negotiation process.		
5.	Model and style of negotiation.		
6.	Building relationships in business negotiation.		
7.	Negotiation strategies and types.		
8.	Intercultural communication in conflict resolution.		
9.	Gender in negotiations.		
10.	Revision.		
Workshop			
1.	Types of conflicts part I.		<i>1.25 h each topic</i>
2.	Types of conflicts part II.		
3.	Healthy & unhealthy responses to conflicts.		<i>15 h together</i>
4.	Business negotiations.		
5.	Gift economy.		
6.	Gender equality in business.		
7.	Project presentation.		
8.	Project presentation.		
9.	Project presentation.		
10.	Project presentation.		
11.	Project presentation.		
12.	Revision.		
The practical approach to teaching process is organized through workshops by applying Oxford-style debate, interactive discussion, team-work and the presentations by students, which will be discussed during the class.			
10. Individual Student's Work			

#	Description	Hours
	Understanding the topic	10
	Realisation of individual task	30
	Group work	25
11. Assessment Methods	Coursework (100%): 1) project 60%; 2) midterm exam 40%.	
12. Assessment Criteria	In order to pass the course student should score at least grade 3.0 (50%) as the total grade for semester. Scoring translates into grades as follows: 50 - 59 points - grade 3 60 - 69 points - grade 3.5 70 - 79 points - grade 4 80 - 89 points - grade 4.5 90 - 98 points - grade 5 98-100 points - grade 5.5 In the case of exceptional student achievements, the lecturer can award a 5.5 mark with fewer points.	
13. ECTS Credits	5	
		Hours
		ECTS
	Contact Hours	
	Seminar	30
	Workshop	15
	Consultation	15
	Other Kind of Student's Activity	
	Individual Student's Work	65
	SUMM	125
		5
14. Required Readings	<ol style="list-style-type: none"> 1. Raymond Saner, The Expert Negotiator (3rd edition, Martin Nijhoff Publications, 2008). 2. Paul Meerts, Diplomatic Negotiation: Essence and Evolution (Clingendael 2015). 	
15. Recommended Readings	<ol style="list-style-type: none"> 1. Lax D,A., Sebenius J.K., The Manager as Negotiator, The Free Press, New York 1986, pp. 11-30. 2. William Ury, Getting To No (Odchodzac od Nie) PWE, Warszawa, 1995. 3. Michael L, Spangle, et al., Negotiation. Communication for diverse settings. Sage Publ. London, 2003, pp. 18-36, 70-91; chapter 3. 4. Fischer, W. Ury and B. Patton, Getting To Yes, Harvard press, 1999 5. Zartman I.W., Berman M.R., The practical negotiator, Yale University press, New Heaven and London, 1982. 6. Influence: The Psychology of Persuasion, R.B. cialdini, Quill Editions 	
16. Place where module is run	LU campus	
17. Other		